



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

January 12, 2011

To: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: William T Fujioka
Chief Executive Officer

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DEPARTMENT OF CHILDREN AND FAMILY SERVICES TABLET COMPUTERS (ITEM NO. 3, AGENDA OF JANUARY 4, 2011)

On January 4, 2011, your Board, based on a question from Supervisor Knabe, requested a report on the utilization of the approximately 2,400 tablet computers that were deployed to the Department of Children and Family Services (DCFS) social workers and staff. As discussed at the Board meeting, DCFS is transitioning the management of its desktop computing environment to the Internal Services Department (ISD). To date, ISD has migrated 17 DCFS sites to ISD management, with the completion of all DCFS facilities expected by March 2011.

This memo provides a status of currently available utilization data for the approximately 2,400 tablet computers.

Background

Tablets are laptop-type personal computing devices that can be used by social workers who are engaged in fieldwork or as desktop personal computers in the office. The DCFS tablets are equipped with Computrace Absolute Software, a product similar in concept to the "LoJack" automobile anti-theft device. This software logs tablet usage whenever the machines connect with the Internet, regardless of whether the device is using the County ISD network or externally. Although the information is limited, reports can be generated to identify this usage and/or any tablets that are not in use.

Current Tablet Utilization Status

On January 4, 2011, ISD accessed the Computrace Absolute Software to identify recent usage of the 2,402 tablet computers. This software identified the following usage:

"To Enrich Lives Through Effective And Caring Service"

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Tablets detected in use since November 1, 2010	2,123
Tablets not detected in use since November 1, 2010	274
Tablets reported stolen since July 2007	5
Total	2,402

Various factors may contribute to the number of tablets that were not detected as being in recent use. For example, tablets may be assigned to training classrooms, deployed in cubicles for field staff that come to work in the office, temporarily unassigned, etc. In addition, the motherboard in some tablets has been replaced, which may have excluded some active units from the total reported in use count.

As the migration project proceeds, ISD and DCFS will reconcile the inventory list of DCFS tablets, and redeploy devices as needed to ensure maximum utilization.

Utilization of Other DCFS Computing Assets

To date, ISD has migrated 4,621 (64%) of DCFS total computer users to the ISD email and desktop environment. This includes 1,470 tablets, 3,035 thin client devices, and 116 standard personal computers. By March 2011, the remaining DCFS computer users will have migrated to ISD's desktop environment.

When this project is complete, all DCFS computing devices (tablets, personal computers, and thin client devices) will be logged into the County ISD network. Using this data, ISD will be able to provide reports to DCFS leadership to identify the frequency of use of all assigned computer assets.

If you have any questions, please have your staff contact Deputy Chief Executive Officer, Ellen Sandt at (213) 974-1186 or Tom Tindall, Director of ISD at (323) 267-2101.

WTF:EFS:cg

c: Executive Office, Board of Supervisors
County Counsel
Children and Family Services
Internal Services